

CODE:
FLSA: NON-EXEMPT
GRADE:

**TOWN OF FORT MILL, SOUTH CAROLINA
JOB DESCRIPTION**

**JOB TITLE: UTILITY CLERK
FINANCE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under occasional supervision, performs routine to moderately complex clerical and technical work in the collection of utility payments for the Town of Fort Mill. Reports to the Finance Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Establishes new water, sewer, garbage collection and accounts; maintains and updates customer information.

Generates utility bills on computer.

Receives and posts utility payments to proper accounts.

Monitors account payments; prepares cut-off orders on delinquent accounts; restores service when accounts are paid.

Adjusts accounts to compensate for overcharges, leaks, etc., as necessary.

Balances cash drawer daily.

Enters meter-reading data into computer to prepare for next billing cycle.

Processes service orders.

Provides professional and prompt customer service; receives and responds to customer inquiries, concerns and complaints regarding billing and/or service.

Receives and reviews documents and reports such as edit listings, ledgers, deposits, balance sheets, etc.

Prepares and/or processes checks, bank deposits, cash collection reports, balance sheets, etc.

Operates a computer, printer, typewriter, calculator, fax machine, copier, telephone, etc.

Interacts and communicates with the immediate supervisor, co-workers, Town Manager, Town Council, department heads and Town employees, Mayor, customers and the general public.

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ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

ADDITIONAL JOB FUNCTIONS

Collects fees for and issues building permits, business licenses, cemetery lot sales and permits, Town taxes.

Performs general office work as required, including typing reports and correspondence, copying and filing documents, entering and retrieving computer data, preparing computer reports, answering the telephone, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a vocational/technical diploma in bookkeeping supplemented by five to eleven months of general customer service / bookkeeping experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including a computer, calculator, telephone, etc. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Must be able to lift and/or carry weights of up to ten pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or direction from supervisor.

Language Ability: Requires ability to read a variety of policy and procedure manuals, etc. Requires the ability to prepare reports, records, ledgers, balance sheets, forms, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

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Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form. Requires the ability to learn and understand relatively complex principles and techniques; to make routine independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including bookkeeping.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to tension as a regular, consistent part of the job.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of Town government as they pertain to the performance of duties of the Utility Clerk. Has knowledge of the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the role of the department in relation to the entire operations of the Town. Is able to comprehend, interpret and apply regulations, procedures and related information. Has thorough knowledge of modern office practices and technology. Has thorough knowledge of proper English usage, vocabulary, spelling and basic mathematics. Has knowledge of the principles and practices of bookkeeping. Is skilled in the use of computers for data and word processing. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing reports and records. Is able to read and interpret a variety of materials pertaining to the responsibilities of the job. Is able to analyze clerical problems and

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prepare accurate, comprehensive, clear and concise reports and recommendations. Is able to establish effective record-keeping systems; is able to maintain records accurately and with confidentiality as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine tasks. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to provide assistance and administrative support to various departments, supervisors, co-workers and the general public as needed. Has good organizational, technical and human relations skills. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Is able to communicate professionally in confrontational situations. Is capable of working under stressful conditions as required. Has knowledge of how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

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Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.